

# MAKING YOUR EXPERIENCE COUNT

The doctors and staff at this practice are committed to providing high quality health care and services. If you wish to comment or compliment our services, please contact the Practice Manager, Louise Laithwaite, either in person, by phone or in writing.

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to resolve them. If your problem cannot be solved in this way and you wish to make a complaint, please let us have all the details as soon as possible. There is a limit of twelve months for making a complaint although, in exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier.

We will acknowledge your complaint within three working days of receipt. Please tell us how you would like your complaint to be resolved eg.

- Over the phone
- At a meeting
- With a written response
- And the outcome you hope for

We will look into your complaint to:

- Find out what happened and investigate whether something went wrong
- Invite you to discuss the problem
- Apologise where this is appropriate
- Identify what we can do to make sure the problem does not happen again.

## **Assistance**

If you would like independent advice or support about your complaint, the following organisations may be able to help:

- Patient Advice & Liaison Services (PALS) 01372 201700
- Surrey Downs Clinical Commissioning Group on 01372 201700. Their address is Cedar Court, Guildford Road, Leatherhead KT22 9AE. Email: [contactus.surreydownsccg@nhs.net](mailto:contactus.surreydownsccg@nhs.net).
- NHS England, PO Box 16738, Redditch B97 9PT. [England.contactus@nhs.net](mailto:England.contactus@nhs.net) Tel: 0300 311 2233.
- Independent Complaints Advocacy Service (ICAS)
- Citizens Advice Bureau.
- Action against Medical Accidents 0845 123 2352 or visit [www.avma.org.uk](http://www.avma.org.uk).
- Surrey County Council for social care enquiries 0345 009009.
- Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Email [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

If you are not satisfied with the way we have dealt with your complaint, you can make a request for an independent review by contacting the Parliamentary & Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. Tel: 0345 015 4033 Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

## **Please remember**

- We want you to let us know if you are unhappy or have a suggestion about how we can do things better.

- All complaints are treated in the strictest confidence.
- Making a complaint will not affect your treatment or care.